

IT'S YOUR
RIGHT
TO REPORT WHAT'S
WRONG



YOUTH GRIEVANCE GUIDE

YOUR BASIC RIGHTS

1 RIGHT TO EQUAL TREATMENT

You have the right to be free from discrimination based on race, religion, gender, sexual orientation, and other protected categories.

2 RIGHT OF FREE SPEECH & EXPRESSION

You have the right to express yourself freely, as long as you do not disrupt program safety and order.

3 RIGHT OF RELIGIOUS FREEDOM

You have the right to participate, or not participate, in religious activities of your choice.

4 RIGHT TO PERSONAL POSSESSIONS

You have the right to keep and use personal possessions that do not endanger safety, disrupt programs, or encourage bad behavior.

5 RIGHT TO RECEIVE VISITORS

You have the right to receive visitors, including private in-person communication with parents.

6 RIGHT OF ACCESS TO MAIL & TELEPHONE

You have the right to send and receive mail except when the mail creates a risk to facility security and order. You have a right to use telephones, with equal access for all youth.

7 RIGHT TO EARNINGS & MONETARY GIFTS

You are the only one who has the right to access your trust fund money.

8 RIGHT TO PROTECTION FROM PHYSICAL & PSYCHOLOGICAL HARM

You have the right to be protected from harm. You have the right to clothing, shelter, and nutritious food.

9 RIGHT TO MEDICAL & DENTAL CARE

You have the right to basic and necessary medical and dental care, both routine and emergency.

10 RIGHT OF ACCESS TO ATTORNEYS

You have the right to speak privately with your attorney at appropriate times and places.

11 RIGHT TO BE INFORMED

You have the right to be informed of all policies, procedures, and rules affecting you at TJJD.

12 RIGHT TO ACCURACY & FAIRNESS

You have the right to accuracy and fairness in all decisions concerning you.

13 RIGHT TO CONFIDENTIALITY OF RECORDS

You have the right to confidentiality of your records. They will not be released except to people authorized by law.

14 RIGHT TO FILE GRIEVANCES & APPEAL DECISIONS

You have the right to have access to a prompt and fair method of resolving complaints.

CALL

Who Can I Call?

TJJD ABUSE HOTLINE:

1-866-477-8354

This number is **FREE** and answered
24-hours a day, seven days a week.

If someone is abusing you
CALL THE HOTLINE IMMEDIATELY.

BREAK THE SILENCE

Once your call is received, the hotline will send your grievance to one of the following:

OIG: OFFICE OF INSPECTOR GENERAL

If you allege that a crime has taken place, your grievance will be turned over to the OIG for investigation. The OIG investigator will handle all aspects of the investigation.

AID: ADMINISTRATIVE INVESTIGATIONS DIVISION

If you make a non-criminal allegation of abuse, neglect, exploitation, or a policy violation, your grievance will be assigned to an AID investigator. The AID investigator will handle all aspects of the investigation.

YRD: YOUTH RIGHTS DEPARTMENT

If your grievance is accepted by the YRD, you will receive the yellow copy of the YRD-101 form notifying you of your grievance number and details of your call.

STATE PROGRAMS AND FACILITIES DIVISION:

If you make a complaint that is not a Basic Rights Violation, not a criminal allegation, and not a policy violation, your issue will be sent to the State Programs and Facilities Division for investigation through campus administration.

WRITE

How Do I Write A Grievance?

Hopefully, while you are in TJJD, most of your problems will not be serious and can be resolved right away by using the grievance system. **Each dorm has a youth who serves as the grievance clerk.**

1. **ASK** the dorm grievance clerk for a grievance form. While in Security, ask a staff member for a grievance form.
2. **WRITE** down what the problem is and how you want TJJD to fix it.
3. **TEAR** off the yellow copy and keep it. That's your copy.
4. **DROP** the white page into a locked grievance box located on your campus. You don't have to explain or show your grievance to anyone before you put it in the box.
5. You will **RECEIVE** a resolution to your grievance within two weeks (10 workdays).
6. If you disagree with the resolution you have the **RIGHT TO APPEAL**. A higher level staff will review and respond within five workdays. You can file a second appeal and that will be answered within 30 days. Exception: medical issues receive one appeal and will be answered within 30 days.

One More Thing

NEVER LIE! Don't make up something to get someone in trouble. Making false reports of crimes or lying to investigators are crimes themselves. It's just not worth it. Plus, tracking down false reports takes time away from fixing real problems.

www.tjjd.texas.gov

TELL

Who Do I Tell?

Share your issue with a trusted adult on your campus such as the Youth Rights Specialist, case manager, JCO, campus administrator, teacher, or volunteer. **They must report your grievance by the end of the day.**

YOUTH RIGHTS DEPARTMENT

These TJJD employees are in charge of the youth grievance system. They make sure your grievances are answered.

OFFICE OF INSPECTOR GENERAL

These police officers investigate criminal acts committed by TJJD staff or youth and can file criminal charges.

ADMINISTRATIVE INVESTIGATIONS DIVISION

These TJJD employees investigate non-criminal allegations of abuse, neglect, exploitation, or policy violations against youth within TJJD.

OFFICE OF INDEPENDENT OMBUDSMAN

These independent monitors focus on problems that affect the whole TJJD system in hopes of improving the standard of care for all youth and making sure youth rights are respected.

ZERO TOLERANCE

If you feel threatened by a youth or staff because you filed a grievance, report it immediately by calling the hotline or telling a trusted adult.

Texas Juvenile Justice Department

P.O. Box 12757

Austin, Texas 78711